

# ABDELRHMAN ALI ABBAS

## Education:

Bachelor of Commerce – Helwan University (2018)

Grade: Good.

## Objective

An enthusiastic person looking for a challenging, growth-oriented opportunity.

I can adjust easily to any work environment and enjoy working with a variety of people and creating a comfortable atmosphere.

I'm a detail-oriented person, a fast learner and a great applier.

I would appreciate an opportunity to expand and prove myself in your organization.

## CONTACT

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EMAIL:  
abdelrhmanali330@gmail.com

## PERSONAL SKILLS

- Negotiation Skills
- Leadership Skills
- Time management skills
- Flexibility – Self awareness
- Multi-tasking

## LANGUAGE

- Arabic : Native language
- English : Very Good

## PERSONAL DATA

Nationality : Egyptian  
Date of birth : 17/ 01 / 1996  
Military : Completed  
Marital status : Single

## Work Experience:

### Senior Customer Service Officer National Bank of Egypt (NBE) (04/2022-Present)

- Seizing opportunities to sell the bank's products to customers and directing them to the source of the required service
- Strengthening relationships with customers and interacting with their needs and requirements.
- Communicate with all employees in the branch, other branches of the bank, and support and supervisory departments.
- Meeting customer needs by ensuring high quality of service within the limits of the powers granted.
- Taking care of customers' problems and inquiries related to the bank's services and products.
- Explain information about the bank's policies and procedures for the product in question and make it easier for customers to understand.
- Demonstrate cooperation, commitment, teamwork, and assistance to other employees.
- Discipline, Flexibility and compliance when assigned any tasks as needed.
- Planning and organizing special responsibilities and tasks in the branch.
- Commitment to and maintenance of a high level of understanding of internal rules, regulations, instructions and compliance standards.
- Maintaining and sorting customer documents and files according to the bank's policies and procedures
- Establishing communication with other departments within the bank to reduce customer inquiries.
- Effective application for entering financial transactions accurately and quickly in accordance with approved policies and procedures.

General Accountant & HR Specialist APOTEC BAY for Botanical Extracts ( 10/2021 – 04/2022 )

External Auditor at Hazem Abdeltawab Office for Auditing and Taxation (3/2020-10/2020)

## COURSES

- General English Course at A.U.C American University in Cairo
- Microsoft Courses at Egyptian Banking Institute